



Ottawa, 20 November 2023

**Reference(s): 8740-N1-202305961  
8740-N1-202305979**

**BY E-MAIL**

Taku River Tlingit First Nation  
PO Box 132  
Atlin, BC, Canada V0W 1A0  
[capital@gov.trtfn.com](mailto:capital@gov.trtfn.com)

**RE: Introduction of residential and business telephone services in Atlin, BC  
by  
Northwestel Inc.**

On 20 October 2023, the Canadian Radio-Television and Telecommunications Commission (CRTC) received two applications from Northwestel Inc. (Northwestel) proposing, among other things, how the company plans to transition residential and business telephone services in Atlin, BC effective 23 November 2023. This is a result of the planned transfer of responsibility for the community from TELUS Communications Inc. (TELUS) to Northwestel. CRTC staff is analyzing these applications.

Taku River Tlingit First Nation (TRTFN) has advocated for this change as the first step to enable Internet connectivity in the region. To this end, Northwestel is expected to build fibre into the community next year.

As part of the transition of services, Northwestel will be offering residential and business services to the community starting 23 November 2023.

On 6 November 2023, Northwestel amended its proposal for residential and business telephone customers. On 20 November 2023, the CRTC approved on an interim basis Northwestel's proposal as follows:

- Northwestel will charge all existing and new residential customers the monthly rate of \$26.08 for a basic residential telephone service, which is a reduction from the rates charged by TELUS, plus the price for any calling features customers wish to take. Customers must contact Northwestel to sign up for any calling features they may want. The price of \$26.08 for basic telephone services would be in effect until 1 June 2024 and then would be increased annually by \$3.05 plus inflation over four years until it matches the CRTC-approved price charged by Northwestel in its other communities, which is \$38.30.
- Business telephone service customers will be provided services at Northwestel's currently approved prices of \$86.23 for single-line service or \$98.04 for multi-line

service. Customers will be transferred to Northwestel's basic single line or multi-line telephone service based on their current TELUS service. Customers must contact Northwestel to sign up for any calling features they may want. Business customers will receive an initial one-time credit of at least \$300.

We encourage TRTFN to reach out to its community through any methods available and to encourage residents and businesses to comment on Northwestel's proposal. Public documents related to Northwestel's proposals for residential and business telephone services can be found at this [link](#).

Comments on Northwestel's proposals can be made through the following links:

- [Residential telephone service - Tariff Notice 1191](#)
- [Business telephone services – Tariff Notice 1192](#)

Comments can be submitted until 13 December 2023.

Your comments and personal information will be available on the public file, as per the retention and disposition period specified for the process in which your information was collected for, or for archival if deemed historical as per the [Library and Archives of Canada Act](#).

Yours sincerely

*Original signed by*

Michel Murray  
Director, Dispute Resolution and Regulatory Implementation  
Telecommunications Sector

c.c.: Emily Fraser, CRTC, (873)-353-6549, [emily.fraser@crtc.gc.ca](mailto:emily.fraser@crtc.gc.ca)  
Northwestel, [regulatoryaffairs@nwtel.ca](mailto:regulatoryaffairs@nwtel.ca)